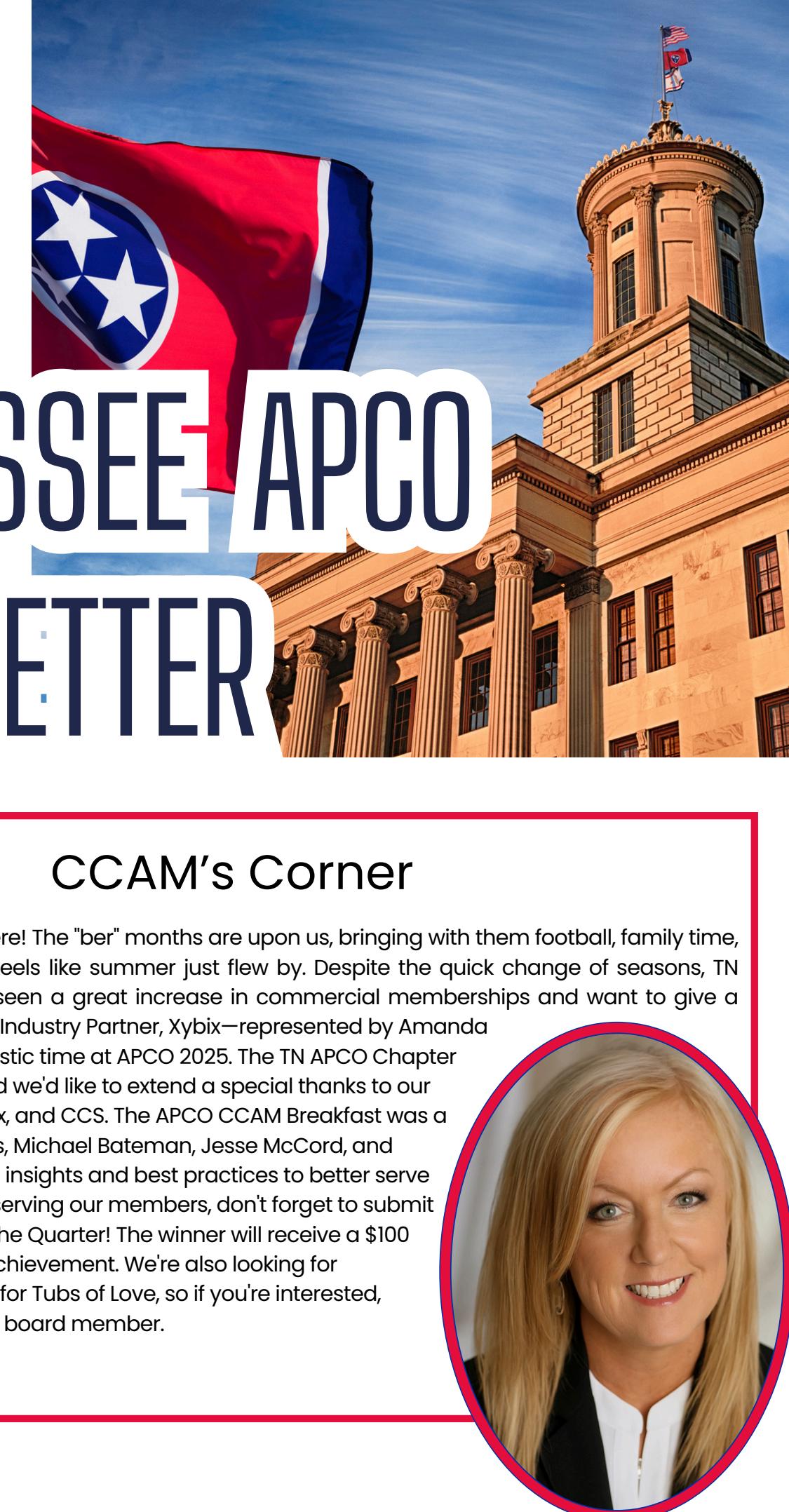




SEPTEMBER 2025



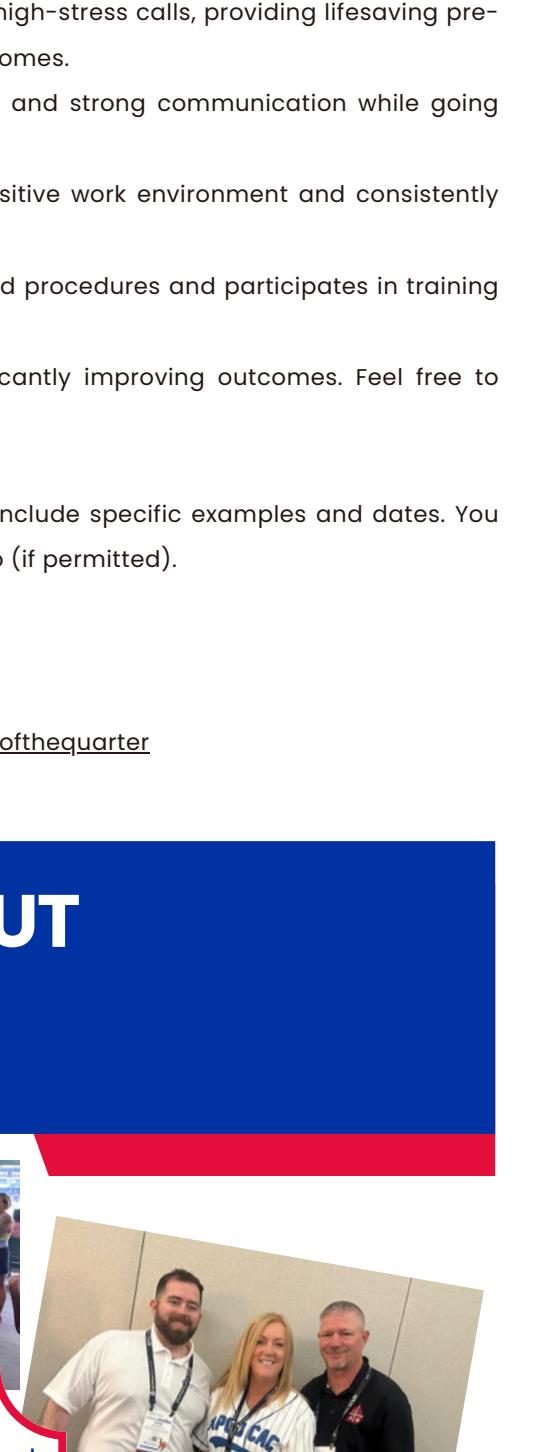
TENNESSEE APCO

NEWSLETTER

CCAM's Corner

I can't believe fall is already here! The "ber" months are upon us, bringing with them football, family time, pumpkins, and Halloween. It feels like summer just flew by. Despite the quick change of seasons, TN APCO has been busy. We've seen a great increase in commercial memberships and want to give a warm welcome to our newest Industry Partner, Xybix—represented by Amanda Schwartz. We also had a fantastic time at APCO 2025. The TN APCO Chapter party was a huge success, and we'd like to extend a special thanks to our sponsors: AT&T, Motorola, Xybix, and CCS. The APCO CCAM Breakfast was a blast, and our board members, Michael Bateman, Jesse McCord, and myself, brought back valuable insights and best practices to better serve you in the future. Speaking of serving our members, don't forget to submit your entries for Dispatcher of the Quarter! The winner will receive a \$100 gift card and a certificate of achievement. We're also looking for volunteers to be regional reps for Tubs of Love, so if you're interested, please reach out to me or any board member. Thank you for all that you do!

Kelly Sanders-Kelley, CCAM



DISPATCHER OF THE QUARTER



TN APCO is proud to announce the **Dispatcher of the Quarter** program, an opportunity to honor telecommunicators who exemplify excellence in emergency communications. We're inviting supervisors, peers, and members of the public to submit nominations and help us shine a light on the heroes behind the headset.

Award Criteria

We're looking for individuals who demonstrate excellence in these key areas:

- Exceptional Performance in Critical Incidents:** This includes staying calm during high-stress calls, providing lifesaving pre-arrival instructions, and making split-second decisions that positively change outcomes.
- Professionalism & Customer Service:** Nominees should show empathy, respect, and strong communication while going above and beyond to support the public and their team.
- Teamwork & Collaboration:** We want to recognize dispatchers who create a positive work environment and consistently support their colleagues and field responders.
- Dedication & Commitment:** The ideal candidate consistently follows protocols and procedures and participates in training beyond what's required.
- Impactful Contributions:** This includes saving lives, preventing harm, or significantly improving outcomes. Feel free to include any praise from the public, supervisors, or field personnel.

How to Nominate

To nominate someone, please submit a detailed narrative describing their actions. Include specific examples and dates. You may also attach supporting materials like commendations, thank-you letters, or audio (if permitted).

Ready to nominate someone amazing?

- Fill out the nomination form [here](#).

- Have questions? Reach out to us through our contact page: tnapco.org/dispatcherofthequarter

APCO NIGHT OUT



What a week for the TNAPCO Chapter at the APCO International conference! Our time in Baltimore was packed with memorable events, including a fun-filled party at the Orioles stadium and wonderful group dinners. We also want to give a shout-out to the Commercial Advisory Council for a fantastic CCAM breakfast. It was great to connect with everyone and we can't wait to see everyone at TENA! Thank you to our sponsors, AT&T, Motorola, CCS, and Xybix!

COMMERCIAL MEMBERS

We sincerely appreciate your continued support and commitment to TN APCO. Your partnership strengthens our mission and brings valuable expertise to the public safety community. Thank you for being an essential part of our organization.



Amanda Schwartz

Midwest Territory Manager

Congratulations and thank you to Xybix for becoming a TN APCO commercial member and for being a sponsor of the TN APCO Night Out in Baltimore! Your support helps strengthen our community of public safety professionals, and we're excited to celebrate this partnership together.

About Amanda...

In January 2017, I was honored to join Xybix Team. I have a Bachelor's Degree in Nursing from the University of Missouri Kansas City and a minor in Spanish from the Universidad De Granada, Spain. I have previous experience working with Ergonomic Medical Tables and Digital Marketing. I am very excited to help our clients understand the efficiency and comfortability of our products for on-going health safety in the workplace.

A little more about me...

In my free time, I love hanging out with my little family, 2 dogs, traveling, hiking, and cheering on my Kansas City Royals and Chiefs! I also am a passionate foodie who loves to garden and cook! When I get the opportunity to be in your area, hopefully you can point me to some of the local places you like to go.

Patrice Coleman, CPE, ENP

Immediate Past President

Michael Bateman, RPL, CPE

1st VP

Jesse McCord, ENP, RPL

2nd VP

Amanda Bateman, CPE, ENP

Secretary

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TN CONFERENCES

TENA - SEPTEMBER 28-OCTOBER 1

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